Oracle® Hospitality Cruise Shipboard Property Management System

Seaware Monitor Quick Guide

Release 20.2
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ORACLE

Oracle Hospitality Cruise Shipboard Property Management System Seaware Monitor Quick Guide, Release 20.2

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Preface

OHC Seaware Monitor is a module used in addition to the Seaware integration for Ferry Operations. This module monitors the activities from Oracle Hospitality Cruise (OHC) Shipboard Property Management System (SPMS) to Seaware.

Audience

This document is intended for project managers, application specialists and users of Oracle Hospitality Cruise Shipboard Property Management System (SPMS).

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screenshots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http://docs.oracle.com/en/industries/hospitality/.

Revision History

Table 1 Revision History

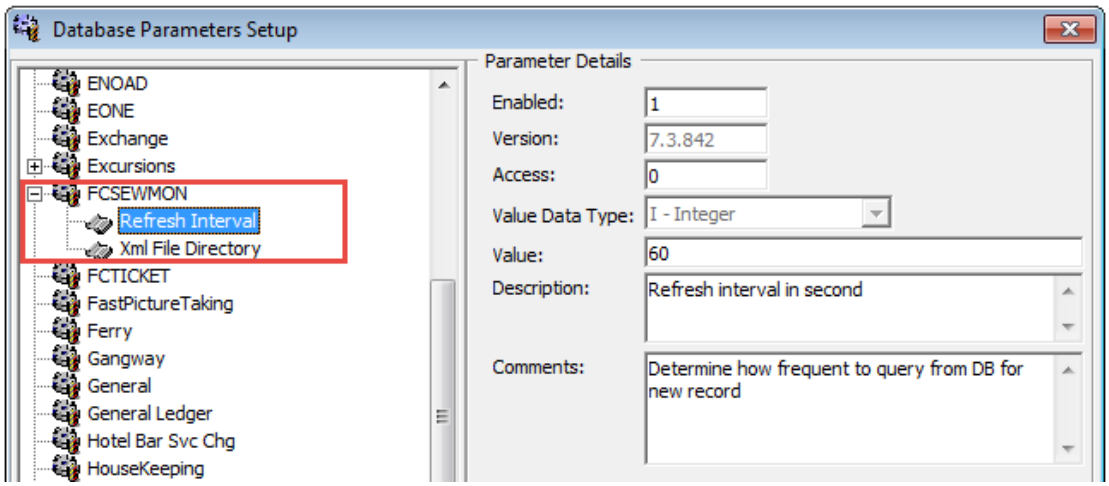
Date	Description of Change
September 2021	Initial publication.
July 2022	Made minor grammatical changes.

1

Setting up Parameters

Before you begin using the Seaware Monitor program, you must set up the two parameters below in Administration module, System Setup, Database Parameters.

Figure 1-1 Database Parameters

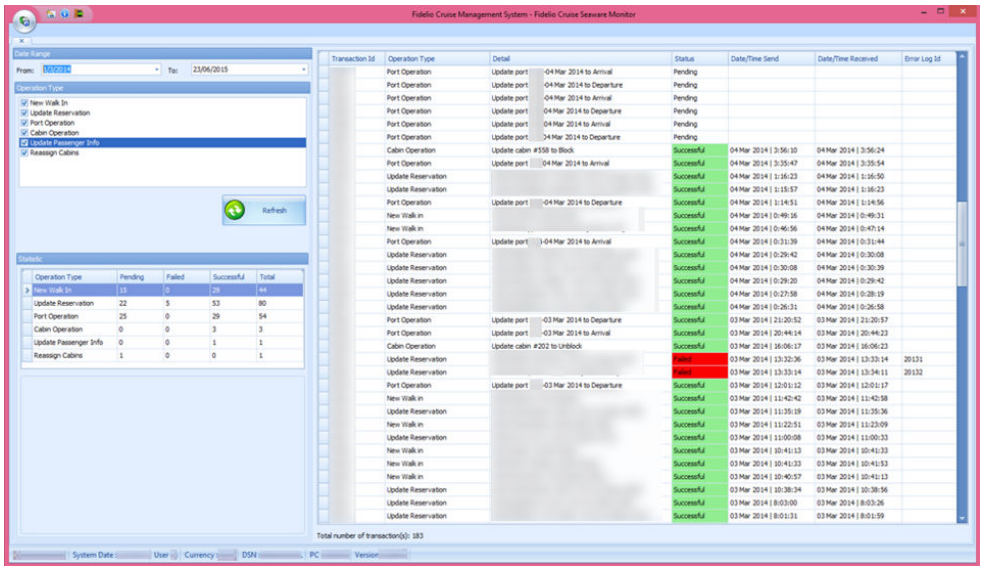


Launching Seaware Monitor

The OHC Seaware Monitor is accessible from the OHC Launch Panel.

1. To launch the program, double-click the **OHC Seaware Monitor**.
2. In the application window, select the date range and click the **Refresh** button to display the activities.

Figure 1-2 Seaware Monitor Activities



In the Statistic section,

- The Pending status refers to the transaction that has not been sent to Seaware for processing.
- The Successful status refers to transactions that are processed successfully and responded to by Seaware.
- The Failed status refers to the transaction that has been processed but failed after responded to by Seaware.

Log Based on Syn_Operation

The following status codes explain the types and details of error messages logged that allow you to extract the content into an XML file using the steps below.

Table 1-1 Syn_Operation Error Code

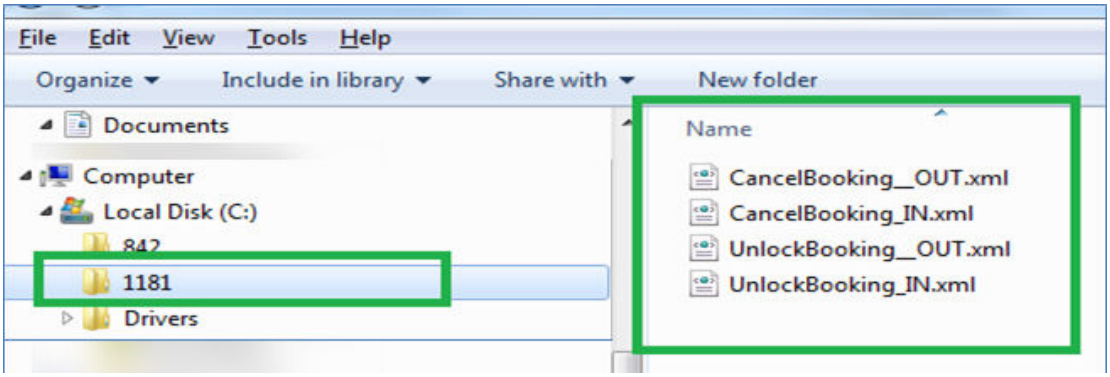
Log	Description
1	New reservation
2	Update reservation
3	Port operation
4	Cargo
5	Cabin operation
6	Update Reservation include res_grp
7	Update personal information

To view the log details,

1. Double-click the **failed transactions**.
2. Click **Extract**.

3. At the confirmation prompt, click **OK**. This saves the transaction error to the default save folder on the client PC in an Extensive Markup Language (XML) format.

Figure 1-3 Seaware XML File Types



Note:

Error attachments are stored in the SEWLOG_XML table.